

ALZHEIMER'S ADULT DAY SERVICES

I. SERVICE DEFINITION

A specialized, structured, therapeutic program for persons 18 years of age or older, who are diagnosed with Alzheimer's disease or related progressive dementia. The program provides health supervision and therapeutic activities in a group setting by professionally qualified staff. Activities are designed to give purpose and meaning to daily life. Some assistance with activities of daily living is provided. The service benefits both the person with dementia and the caregiver by providing respite care and is designed for persons who cannot live independently and might otherwise be institutionalized.

In the event of conflict between these specifications and the Adult Day Care Regulations as Published in the Delaware Code, the higher standard or requirement will apply.

II. SERVICE GOAL

The goal of the day care program is to enhance the quality of life for persons with Alzheimer's disease and related dementias, and their families, by creating a therapeutic environment in which they maintain maximum functioning and independence, while preventing early and inappropriate institutionalization. To obtain this goal, the program must provide high quality programming for the clients, respite for the caregivers from care-giving tasks, and support and information to enhance their care-giving skills .

III. SERVICE UNIT

The unit of service for adult day services is one day of service for one client. If the program provides transportation, the service will begin when the participant is picked up at his/her home and will end when returned to his/her home. In order to maximize time in the center, transportation routes should be limited to one hour. If transportation is not provided, the day will begin when the participant enters the facility and will end when he/she leaves. At a minimum, clients should be scheduled for at least two days a week, with scheduled attendance based on a full day of service.

IV. SERVICE AREA

The service area is the State of Delaware. The program must be offered, at a minimum, at one upstate and one downstate location. Services are available to all eligible persons within the State of Delaware, subject to availability of program space and the arrangement of transportation.

V. LOCATION OF SERVICE DELIVERY

Adult Day Services must be provided in a secure facility, free of architectural and psychological barriers and free of outside interference during the hours of operation of the program. Space should be adequate for carrying out group and individual activities without crowding. Space should allow for confidentiality for participant interviews/counseling. The facility must meet or exceed all State of Delaware requirements for licensing, inspection, and certification, as applicable. The program must be licensed by the State of Delaware as an Adult Day Care Facility.

VI. DESCRIPTION OF SERVICES

A comprehensive assessment is completed on each individual upon entrance into the program. An individualized plan of care must be developed for each participant, based on physician's orders and the comprehensive assessment. Services are provided on both a group and individual basis. Activities are to be designed to give purpose and meaning to daily life.

Services include, but are not limited to:

- Health monitoring
- Medication administration and monitoring
- Daily nutritious meals and snacks
- Dietary supervision
- Therapeutic activities designed to maintain maximum level of functioning
- Sufficient support available to ensure that tasks and activities are failure-free,
- Opportunities for walking in a safe environment
- Continued contact with the community, through outings, when appropriate.
- Assistance with daily living skills, as needed
- Transportation coordination, when possible.
- Caregiver support group and opportunities for caregivers to improve their care-giving skills through meetings, counseling, information and education
- Social service referrals, as needed
- Social activities that include: art, music, fitness exercise, gardening, mental stimulation historic recall, cooking, games, outings, reminiscence activities, etc.

VII. PROHIBITED SERVICE COMPONENTS

Services provided under this contract may not include any of the following:

- Provision of nursing care, unless by a RN or LPN.
- Provision of care outside of the adult day services facility, other than outings
- Provision of medical services, unless provided by an MD
- Provision of services to a client who is a resident of a nursing home, state-subsidized foster care home, or assisted living facility.

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- Provision of individual, group, or family counseling unless provided by a degreed professional with formal training in counseling
- Provision of services to out-of-state residents.

VIII. SERVICE AND CLIENT PRIORITIES

Eligible individuals are Delaware residents, 18 years of age or older, who have been diagnosed as having Alzheimer disease or other progressive dementia and who can benefit from the program. Appropriate clients are those who cannot be safely left alone at home and live with someone who either works outside the home or needs time away from care-giving tasks for other reasons.

IX. SERVICE STANDARDS

Adult day services must meet or exceed the standards listed below.

In the event of conflict between these standards and the Adult Day Care Regulations as Published in the Delaware Code, the higher standard or requirement will apply.

The facility and grounds must be safe, clean and accessible to all participants, protecting them from injury but maintaining their rights at the same time.

The facility shall be open for operation at a minimum of eight (8) hours per day. Because participants with dementia have problems linking the past and present, the environment should facilitate that linkage by being as non-institutional and as comfortable for both participants and staff, as possible.

Be self-contained, if possible, with at least a minimum number of passageways, corridors, and exit doors.

Provide reduced sensory stimulation (for example, limiting noise, traffic and reflective surfaces).

Provide appropriate and locked storage for all medications stored at the center.

Complete a comprehensive assessment of the client's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living.

Develop a written detailed care plan on each new participant within thirty (30) working days of enrollment.

IX. SERVICE STANDARDS (cont.)

Review the care plan at least every six (6) months, and more often if needed.
Maintain progress notes in appropriate records.

Obtain documentation of an evaluation by a physician indicating a diagnosis of Alzheimer or other progressive dementia. Documentation must be in the client's file before the individual's first day of participation in the program..

Prior to admission, obtain documentation of a recent medical examination (dated within 6 months prior to admission) certifying that the participant is free of contagious diseases.

Documentation must be on file before the first day of participation in the program.
Each client shall have the name of a physician to contact in the event of an emergency on record prior to their entry into the program.

Client admission will be viewed as a 30-day trial basis for both parties. At the end of this time a decision will be made about the client's continued attendance.

Caregivers must be informed that this is a fee for service program and that financial information will be reviewed and fee determined through a sliding scale. The caregiver should also be informed that they should notify the administrator if there is a change in their financial situation.

Paid staff and volunteers assisting with the program should be trained in the sanitary handling of food, fire safety, basic first aid and particularly in dealing with choking and coronary attacks.

A registered dietitian or nutritionist must be available for consultation as needed.

Providers must maintain records, prepare reports, and perform other administrative duties required.

Provider must maintain client attendance, indicating time of arrival and departure for each participant.

The hands-on staff/client ratio shall be a minimum of one adult staff person (do not include the janitor, driver, etc.) on duty for each 4 clients (1:4). At least two staff must be on duty while participants are present.

When a client's needs no longer require or cannot be met by the program and staff, discharge will be discussed with the caregiver. A 30-day written notice will be given to the caregiver when possible.

IX. SERVICE STANDARDS (cont.)

Provider must comply with all Federal, State and local rules, policies, regulations and standards applying to the services being provided.

Additional components of the Alzheimer Adult Day Service will be:

- Notification of family, and physician if necessary of changes observed in the health status of a client.
- Encouragement / arrangement of appointments with health professionals, if necessary.
- Arrangement for speech, physical, and occupational therapy or make arrangements for those services when possible
- Provision of special diets, based on physician's orders, prepared through consultation with a qualified dietitian or nutritionist, when possible.
- Availability of snacks and fluids as needed
- Nutrition education and counseling as needed.
- Coordination of transportation to and from the center when possible.
- Written procedures for handling emergencies and participant/family preference regarding emergency care and ambulance transportation
- Easily located file on each participant containing information needed in emergencies.
- Written notice displaying fire procedures, emergency evacuation routes, plus staff and volunteers trained in evacuation procedures, first aid and cardio-pulmonary resuscitation
- Advocacy
- Information and referral to other programs for which the client might be eligible, referring the client to proper services as necessary and providing assistance to the client in gaining public benefits

X. WAITING LISTS

When the demand for a service exceeds the ability of the program to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD policy X-A-1, Client Service Waiting List.

The service provider's guidelines for prioritizing clients on the waiting list must be in writing and available for review. In addition to any client priorities listed in the service specifications, these guidelines may include, as appropriate:

- Danger or risk of losing support systems, especially living settings or supports necessary for self-maintenance

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- Significant risk of abuse or neglect
- Basic health, safety and welfare needs not being met through current supports
- Risk of functional loss without intervention or ongoing skill maintenance services
- Compatibility with available services.

In each case, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

XI. STAFF REQUIREMENTS

The director shall have a Bachelor's Degree in health or social services or a related field, with one year of supervisory experience (full-time or equivalent) in a social or health service setting; have comparable technical and human service training with demonstrated competence; or, be a registered nurse with two years of supervisory experience (full-time or equivalent) in a social or healthcare setting.

Staff must have knowledge of management of clients with dementia and concomitant communication (verbal and nonverbal) skills, behavior management skills, and group process skills, as well as the awareness of specific losses likely to be experienced - especially the loss of reasoning. It is essential for the staff to anticipate, to prevent (when possible), and to prepare to handle countless situations.

XII. CALCULATION FOR NUMBER OF SERVICE UNITS

The following formula must be used to calculate the number of service units for the adult day services program. The program must establish a minimum number of operating days per year.

Example:

365 days per year
-104 (less 104 weekend days)
- 12 (less 12 holidays)
- 5 (less 5 days for weather, miscellaneous)
244 operating days per year

Number of operating days per year x average daily census = number of service units

Example: 244 days x 25 clients per day = 6,100 service units

Please indicate clearly in the proposal the formula used to calculate the proposed number of units of service. To do this first establish a minimum number of operating days. Be sure to include the formula in your budget narrative.

XIII. TYPE OF CONTRACT

Unit Cost/Fixed Reimbursement Rate

XIV. METHOD OF PAYMENT

Per Unit Fixed Rate for each eligible participant. The DSAAPD will reimburse the service provider at the per-unit rate based upon receipt of an invoice submitted within ten (10) calendar days after the end of each month. Each monthly-itemized invoice submitted for reimbursement must contain the following information in order to qualify for reimbursement:

- Participant name followed by number of days eligible for payment this billing period.
- Total number of participant days times (X) per unit cost. = Subtotal.
- Subtract out program income collected during the billing period.
- Total amount requested to be reimbursed.

XV. REPORTING REQUIREMENTS

A Quarterly Program Report and a Quarterly Financial Report are required and must be received by DSAAPD no later than twenty-one (21) calendar days following the end of the quarter. Each report must contain a live signature (preferably in blue ink) of the official who completed the report. The phone number and the date the report was completed are also required. A final financial report is due to the Division within ninety (90) calendar days after the program end date. Additional information can be found on these reports in the DSAAPD Policies and Procedures Manual.

XVI. Statement of Rights of Adult Day Service Participants

The following is a statement of rights of persons enrolled in Adult Day Services. The statement is not intended to be inclusive; it suggests an outline of the basic tenets that should be followed in providing day services for adults.

The right to be treated as an adult, with respect and dignity.

The right to participate in a program of services and activities that promote positive attitudes on one's usefulness and capabilities.

The right to participate in a program of services designed to encourage learning, growth and awareness of constructive ways to develop one's interests and talents.

The right to be encouraged and supported in maintaining one's independence to the extent that conditions and circumstances permit, and to be involved in a program of services designed to promote personal independence.

The right to self-determination within the day care setting, including the opportunity to: Participate in developing one's plan for services.

Decide whether or not to participate in any given activity.

Be involved to the extent possible in program planning and operation.

The right to privacy and confidentiality.

The right to be protected from abuse, neglect, mistreatment, financial exploitation, solicitation and harassment.

The right to voice grievances without discrimination or reprisal.

The right to be free from physical and chemical restraints.

When a restraint becomes necessary, the facility must comply with federal law 42 CFR 482.13 and 42 CFR 483.13 and state law (DE Code, Title 16, Part II, Chapter 11, Subchapter II, 1121).

The right to be fully informed at the time of acceptance into the program, of services and activities available and related charges.

ALZHEIMER'S ADULT DAY SERVICE

PLANNED SERVICE UNITS AND PROPOSED OBJECTIVES

GRANTEE / AGENCY NAME: _____

PROGRAM NAME: _____

PLANNED SERVICE UNITS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
1a. Number of DSAAPD units					
1b. Number of Med. Waiver units					
Number of clients assessed in person (including those not admitted)					
Number of unduplicated clients served by the program					
Number of care plans developed					
Number of care plans updated					
Number of meals provided					
Number of hours of supportive/family counseling					
Number of referrals to other services					
Number of hours of Advocacy					
Number of Information and Assistance contacts					
Number of hours provided by volunteers					
Client Fees					